



Healthwatch Wirral Enter & View Visit Report

Place of Visit: Sandtoft Care Home

Address of Visit: 70-72 Alderley Road, Wirral, CH47 2BA

Service Provided: Care home service without nursing

Date and time of visit: Thursday 24th July 2014

Name of Contact at service: The Manager

E-mail vikki@sandtoftcarehome.co.uk

Names of Authorised Representatives: Heather Ward, Margie Gill
Elaine Evans, Healthwatch Wirral staff member

All Healthwatch volunteers displayed their badges and the organisation received confirmation of DBS checks registration and authorisation.

1.0 General profile of the service that was Entered and Viewed

Sandtoft Care Home is registered to provide accommodation and personal care for up to twenty two people. The home is in Hoylake, close to the promenade.

2.0 Purpose of visit

To verify service user feedback

LINK Legacy

Responding to a request from a services regulator or commissioner ✓

Responding to a request from the service provider

Incoming Concern/complaint

Familiarisation

Other

3.0 The type of Enter and View Visit undertaken:

Unannounced visit

Announced Visit ✓

4.0 Methodology

The visit is not designed to be an inspection, audit or an investigation of the service, rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff and service users and carers/relatives. Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation.

The rectification of less serious issues may be directly with the service provider.

The Enter & View visits are a snapshot view of the Care Home and findings are reported based at the time of the visit.

Enter and View visits are conducted in a way that works in accordance with Wirral Safeguarding Adults Partnership Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.

5.0 Findings and Observations

Healthwatch Wirral authorised representatives were welcomed by the new manager who had been in post for only 10 days. She had not been expecting our visit as the former manager had not forwarded the letter informing them that we would be visiting the premises in July.

The manager discussed her plans for improvements, especially around residents care plans. Her intention is to train the staff to be able to complete accurate care plans and to update and review them in a timely manner. She is building a good rapport with staff, residents and their relatives, has an 'open door policy' and intends to stay late one evening per week. This will enable relatives to talk to her about any problems or concerns without them having to take time out of work. She has already engaged with DASS to maintain quality and adhere to Wirral protocols. We were told that the staffing levels were good and the manager is confident that she can approach the owners to request extra staff if the needs of the residents require this.

We were informed that a new activities co-ordinator had been recruited and would be starting work at the home soon.

Residents are given a good choice of meals and their requests are accommodated whenever possible. All food served is fresh and sourced locally.

After meeting with the manager, we were invited to look at the facilities and join the barbeque that had been arranged for the residents and their invited guests.

This gave us the opportunity to engage with the staff, residents and relatives.

Environment

The location is good, being near to the local shops and the beach. We were told that many of the independent residents use the local facilities.

The premises were clean and tidy and fresh. The furniture and décor was in good condition and the chairs were comfortable. Some residents were sitting in the conservatory as they preferred the peace and quiet of this area. Most residents were in the garden and staff were very attentive to their needs. All residents were encouraged to wear sun hats as it was very warm and sunny. There was a happy atmosphere and everyone appeared to be enjoying themselves. The garden had narrow pathways and a few trip hazards. This made it difficult for staff when trying to help the less mobile or wheelchair dependent residents to their seats.

The lounge was overcrowded with chairs which lined the perimeter. Staff attempting to move a lady from one of these chairs into a wheelchair had difficulty lifting her as there was no space to manoeuvre. All staff appeared to use equipment correctly ie. Using footrests on wheelchairs. Staff were very courteous and responded to residents quickly. At the time of our visit we saw enough staff on duty to meet the needs of the residents. We did not notice cold drinks being available to residents using the lounge which may have been beneficial considering the temperature was 26 degrees.

Feedback received from residents or relatives;

- “ the staff are very caring and visitors are made very welcome at all times”
- “the best thing about living here is the close proximity to the promenade. We are taken out for walks in our wheelchairs by great staff”
- “ the only thing I would like to improve would be to have an activities co-ordinator”
- “ I am happy with the staffing levels during the day and at night”
- “ I would like to see more activities within the home”
- “ I am very happy living in this home”
- “ I am very happy with the care that my father receives at Sandtoft, he has picked up considerably since being here”
- “ My care is good but sometimes it is a bit noisy, I would like there to be a quiet area”
- “ I am happy with the ‘can do’ and hands on approach of the new manager”

Feedback from staff;

- “All food is home cooked, sourced locally and brought in fresh weekly according to the menu”
- “ There are lots of training opportunities for staff”
- “ We are very happy with the new manager who appears to be approachable and dynamic”
- “ I love working here and feel supported by management”

6.0 Safeguarding

No safeguarding issues were identified at the time of the visit.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.
If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.

7.0 Conclusions

- Sandtoft Care Home appears to have happy staff and residents.
- There was a good atmosphere at the time of our visit.
- The home was clean and comfortable.
- Staff training needs are being met.
- The home has a dynamic new manager with intentions to continue to improve service delivery.
- The lounge is too crowded with furniture which presents a Health and Safety risk when staff have to assist residents with transfer from chairs.
- The gardens could be improved in respect of Health and Safety - narrow pathways and lots of trip hazards for residents with poor mobility. The outdoor area has been neglected. If the garden was maintained it would be so much more conducive to encourage residents to get fresh air and benefit from fine days.

8.0 Recommendations

- Relocate or remove some of the furniture in the lounge. This would help to prevent a Health and Safety risk when staff have to assist residents with transfer from chairs.
- Conduct a risk assessment of the garden area with a view to improve the layout, keep up with maintenance and remove trip hazards.

Supplementary Feedback from the Provider post visit

I have read the comments made by the residents, relatives and staff and I am pleased with the comments made.

I am waiting for a DBS so the new activities co-ordinator can commence her role.

I will discuss the furniture and the lounge set up at the next residents meeting for ideas from residents about rearranging it.

As for the garden area, on a daily basis only maybe five residents at a time use it. I appreciate the day you came all residents except three were in the garden as the BBQ was in progress but this doesn't occur on a daily basis which frees up more space should a less dependent resident wish to sit in the garden area.

On the whole I am pleased with the report you completed after your visit.

Further Feedback from the Provider post visit

The new activities co-ordinator has now been in post for two weeks. The residents have enjoyed lunch meetings at the local church. Activities in the home have included baking, bingo, armchair exercises, film afternoons, play your cards right and name that tune. Some of the residents have enjoyed going out for lunch or for afternoon tea. The maintenance man is in the process of turning the soiled areas of garden over so that the residents can get involved and plant some flowers and help him maintain them.

9.0 Healthwatch follow-up action

Contact Sandtoft manager in September 2014 for an update on the recruitment of the activities co-ordinator and maintenance / reorganisation of garden area.

10.0 Distribution of Report

**Healthwatch Wirral will submit the report to the Provider, to CQC, and Health & Wellbeing Board.
Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.**